

# **Contingency Planning Thresholds and Actions for 2010 Santa Clara County Retailer Urban Water Management Plans**

Since many of the water retailers in Santa Clara County share many water sources, conservation programs, and media outlets, having a common shortage contingency plan for future water shortages may lead to increased effectiveness and efficiency. Given this opportunity, several retailers have developed this document for all retailers to consider when developing their 2010 Urban Water Management Plan.

To the extent that the contingency plans from all retailers align strategically, it will be easier for both the media and water customers to understand and cooperate with the actions being taken. It is anticipated that not all retailers will adopt all of the measures listed below verbatim. What is desirable, however, is for all retailers to adopt as many of these measures as possible that align with the retailer's plans and operating capabilities.

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## **Model Water Shortage Contingency Plan for Santa Clara County Retailers**

The following activities will be implemented for water shortages up to a 10% threshold:

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- Additional informational outreach and public education campaigns will be implemented (Attachment A) notifying customers of the water shortage and the need to voluntarily conserve.

The following activities will be implemented for water shortages between 11% and 24%:

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- All of the measures listed in the previous action step
- Adoption of a basic water waste ordinance (for retailers that are cities) or water waste rules (for retailers that are not cities) (Attachment B) if there is not already an ordinance permanently in place. Retailers that are cities would enact an ordinance while water utilities would enact water waste rules that have similar components and/or would encourage the cities within their service area to implement their own water waste and/or drought ordinances.
- Conduct monitoring and reporting on monthly or bimonthly water production or water sales to measure compliance with necessary reductions
- Adoption of additional restrictions that do the following:
  - Limits the number of days that irrigation can occur
  - Limits the duration of irrigation
  - Restricts the washing down of hard surfaces
  - Shortens the time allowed for fixing water leaks(See Attachment C for detailed description of measures)

The following activities will be implemented for water shortages between 25% and 39%:

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- All of the measures listed in the previous action step
- Establish water use reduction program that includes one of the following elements:
  - Water allocation on a per-customer basis with surcharges, incentives, or other mechanisms in place to encourage compliance without penalizing customers for past conservation efforts
  - Rate increase or establishment of a tiered rate structure
- Adoption of additional restrictions that do the following:
  - Further limits the number of days that irrigation can occur
  - Further shortens the time allowed for fixing water leaks
  - Limits the filling of lakes, ponds, and pools
  - Limits vehicle washing(See Attachment D for detailed description of measures)  
Retailers that are cities would enact these restrictions via an ordinance while water utilities would enact water waste rules that have similar components and/or would encourage the cities within their service area to implement their own water waste and/or drought ordinances.

The following activities will be implemented for water shortages 40% and greater:

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- All of the measures listed in the previous action step
- Adoption of additional restrictions that do the following:
  - Eliminates irrigation (except for shrubbery, trees, and bushes in areas declared to be “high fire risk” by designated fire department officials. Landscapes being irrigated by recycled water are exempted from this provision).
  - Further shortens the time allowed for fixing water leaks
  - Limits new water services unless governing body makes special finding of water supply adequacy
  - Provides for service disconnections for willful and repeated violations of restrictions

(See Attachment E for detailed description of measures)

Retailers that are cities would enact these restrictions via an ordinance while water utilities would enact water waste rules that have similar components and/or would encourage the cities within their service area to implement their own water waste and/or drought ordinances.

## **Attachment A: Menu of Informational Outreach and Public Education Campaigns to Implement**

- Coordinate water conservation programs with local agencies
- Initiate public information program
- Offer water conservation kits to public
- Prepare and distribute water conservation literature through local retail water suppliers and other agencies
- Initiate a media campaign including news releases and or an advertising campaign

## Attachment B: Model Basic Water Waste Ordinance Provisions

- **Limits on Watering Hours:** Watering or irrigating of lawn, landscape or other vegetated area with potable water is prohibited between the hours of 9:00 a.m. and 5:00 p.m. Pacific Time on any day, except by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system.
- **No Excessive Water Flow or Runoff:** Watering or irrigating of any lawn, landscape or other vegetated area in a manner that causes or allows excessive water flow or runoff onto an adjoining sidewalk, driveway, street, alley, gutter or ditch is prohibited.
- **Limits on Washing Down Hard or Paved Surfaces:** Washing down hard or paved surfaces must only be done by use of a hand-held hose equipped with a positive self-closing water shut-off device, a low-volume, high-pressure cleaning machine equipped to recycle any water used, a low-volume high-pressure water broom or a hand-held bucket or similar container. Washing down hard or paved surfaces by other means is prohibited. Hard and paved surfaces include, but are not limited to sidewalks, walkways, driveways, parking areas, tennis courts, patios or alleys.
- **Obligation to Fix Leaks, Breaks or Malfunctions:** Excessive use, loss or escape of water through breaks, leaks or other malfunctions in the water user's plumbing or distribution system for any period of time after such escape of water should have reasonably been discovered and corrected and in no event more than seven (7) days of receiving notice from the [ENTITY], is prohibited.
- **Recirculating Water Required for Water Fountains and Decorative Water Features:** Operating a water fountain or other decorative water feature that does not use recirculated water is prohibited.
- **Limits on Washing Vehicles:** Using water to wash or clean a vehicle, including but not limited to any automobile, truck, van, bus, motorcycle, boat or trailer, whether motorized or not is prohibited, except by use of a hand-held bucket or similar container or a hand-held hose equipped with a positive self-closing water shut-off nozzle or device. This subsection does not apply to any commercial car washing facility.
- **Drinking Water Served Upon Request Only:** Eating or drinking establishments, including but not limited to a restaurant, hotel, cafe, cafeteria, bar, or other public place where food or drinks are sold, served, or offered for sale, are prohibited from providing drinking water to any person unless expressly requested.

- **Commercial Lodging Establishments Must Provide Guests Option to Decline Daily Linen Services:** Hotels, motels and other commercial lodging establishments must provide customers the option of not having towels and linen laundered daily. Commercial lodging establishments must prominently display notice of this option in each bathroom using clear and easily understood language.
- **No Installation of Single Pass Cooling Systems:** Installation of single pass cooling systems is prohibited in buildings requesting new water service.
- **No Installation of Nonrecirculating in Commercial Car Wash and Laundry Systems:** Installation of nonrecirculating water systems is prohibited in new commercial conveyor car wash and new commercial laundry systems.
- **Restaurants Required to Use Water Conserving Dish Wash Spray Valves:** Food preparation establishments, such as restaurants or cafes, are prohibited from using non-water conserving dish wash spray valves.
- **Commercial Car Wash Systems:** Within one year of passage of this ordinance, all commercial conveyor car wash systems must have installed operational re-circulating water systems, or must have secured a waiver of this requirement from the [ENTITY].

## **Attachment C: Detailed Description of 15 – 24% Provisions**

1. **Limits on Watering Days:** Watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to every other day based on property address. Properties with odd -numbered addresses can only irrigate on odd-numbered days of the month. Properties with even-numbered addresses can only irrigate on even-numbered days of the month. During the months of November through March, watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to no more than one day per week on a schedule established and posted by the [ENTITY]. This provision does not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system. This provision does not apply to landscapes being irrigated with recycled water.
2. **Limit on Watering Duration:** Watering or irrigating of lawn, landscape or other vegetated area with potable water using a landscape irrigation system or a watering device that is not continuously attended is limited to no more than fifteen (15) minutes watering per day per station. This subsection does not apply to landscape irrigation systems that exclusively use very low-flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour and weather based controllers or stream rotor sprinklers that meet a 70% efficiency standard. This provision does not apply to landscapes being irrigated with recycled water.
3. **Obligation to Fix Leaks, Breaks or Malfunctions:** All leaks, breaks, or other malfunctions in the water user's plumbing or distribution system exceeding five gallons per hour must be repaired within five (5) days of notification by the [ENTITY] unless other arrangements are made with the [ENTITY].
4. **No Washing Down Hard or Paved Surfaces:** Washing down hard or paved surfaces is prohibited except when necessary to alleviate safety or sanitary hazards, and then only by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off device, a low-volume, high-pressure cleaning machine equipped to recycle any water used, or a low-volume high-pressure water broom. Hard and paved surfaces include, but are not limited to sidewalks, walkways, driveways, parking areas, tennis courts, patios or alleys.

## **Attachment D: Detailed Description of 25 – 39% Provisions**

1. **Watering Days:** Watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to two days per week. Properties with odd-numbered addresses can only irrigate on Mondays and Thursdays. Properties with even-numbered addresses can only irrigate on Tuesdays and Fridays. This provision does not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system. This provision does not apply to landscapes being irrigated with recycled water.
2. **Obligation to Fix Leaks, Breaks or Malfunctions:** All leaks, breaks, or other malfunctions in the water user's plumbing or distribution system must be repaired within three (3) days of notification by the [ENTITY] unless other arrangements are made with the [ENTITY].
3. **Limits on Filling Ornamental Lakes or Ponds:** Filling or refilling ornamental lakes or ponds with potable water is prohibited except to the extent needed to sustain aquatic life.
4. **Limits on Washing Vehicles:** Using water to wash or clean a vehicle, including but not limited to, any automobile, truck, van, bus, motorcycle, boat or trailer, whether motorized or not, is prohibited except at a commercial car washing facility that utilizes a recirculating water system to capture or reuse water.
5. **Limits on Filling Residential Swimming Pools & Spas:** Refilling of more than one foot and initial filling of residential swimming pools or outdoor spas with potable water is prohibited.



## Attachment E: Detailed Description of Greater Than 40% Provisions

1. **No Watering or Irrigating:** Watering or irrigating of lawn, landscape or other vegetated area with potable water is prohibited. This restriction does not apply to the following categories of use, unless the [ENTITY] has determined that recycled water is available and may be applied to the use:
  - a. Maintenance of vegetation, including trees and shrubs, that are watered using a hand-held bucket or similar container, hand-held hose equipped with a positive self-closing water shut-off nozzle or device;
  - b. Maintenance of existing landscape necessary for fire protection;
  - c. Maintenance of existing landscape for soil erosion control;
  - d. Maintenance of plant materials identified to be rare or essential to the well-being of protected species;
  - e. Maintenance of landscape within active public parks and playing fields, day care centers, golf course greens, and school grounds, provided that such irrigation does not exceed one (1) day per week and does not occur between 9 am and 5 pm;
  - f. Actively irrigated environmental mitigation projects.
2. **Obligation to Fix Leaks, Breaks or Malfunctions:** All leaks, breaks, or other malfunctions in the water user's plumbing or distribution system must be repaired within twenty four (24) hours of notification by the [ENTITY] unless other arrangements are made with the [ENTITY].
2. **Limits on New Potable Water Service:** The [ENTITY] may limit or not issue new potable water services, temporary meters and/or statements of immediate ability to serve or provide potable water service (such as, will-serve letters, certificates, or letters of availability), except under the following circumstances:
  - a. A valid, unexpired building permit has been issued for the project; or
  - b. The project is necessary to protect the public health, safety, and welfare; or
  - c. The applicant provides substantial evidence of an enforceable commitment that water demands for the project will be offset prior to the provision of a new water meter(s) to the satisfaction of the [ENTITY].

This provision does not preclude the resetting or turn-on of meters to provide continuation of water service or the restoration of service that has been interrupted for a period of one year or less. *[Not applicable to city / county that is not a water provider]*

3. **Discontinue Service:** The [ENTITY], in its sole discretion, may discontinue service to consumers who willfully violate provisions of this section. *[Not applicable to city / county that is not a water provider]*